

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Eric James et al.

Serial No.: 09/675,597

Filed: September 29, 2000

For: SYSTEM AND METHOD OF
USING A PHONE TO ACCESS
INFORMATION IN A CALL CENTER

Attorney

Docket No.: 99EC036/77527



Group No.: 2645

Confirmation No.: Not Known

Examiner: Not Known

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Date Registration No.: 34,137

Attorney for Applicant(s)

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Sir:

In accordance with 37 C.F.R. §§ 1.51, 1.56, 1.97 and 1.98 applicant submits herewith the attached form PTO 1449 for consideration by the Examiner in connection with the examination of the present application. Under 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined by 37 C.F.R. §1.56(a) exists.

It is believed that no fee is due in connection with this Information Disclosure Statement. Should any fee be required, authorization is hereby given to charge any such fee to Deposit Account No. 03-2470.

Respectfully submitted,

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PTO/SB/08A & PTO/SB/08B (10-01)

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1024/2001 WEX Substitution Form, which is a US PTO
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

Complete if Known

Application Number 09/675,597
Filing Date September 29, 2000
First Named Inventor Eric James
Art Unit 2643
Examiner Name Not Known
Attorney Docket Number 99EC036-77527

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number - Kind Code* (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/JP/		US-5,822,727	10-13-1998	Garberg et al.	
		US-			
		US-			
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code-Number-Kind Code* (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁵
/JP/		EP 0 735 736	01.10.1996	Garberg		
/JP/		EP 0 903 921	24.03.1999	Foladare et al.		
/JP/		WO 99/45691	10.09.1999	Webley Systems		
/JP/		DE 198 44 223	05.25.2000			
/JP/		DE 199 01 137	20.07.2000			

OTHER ART - NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁵

Examiner Signature	/Joseph Phan/	Date Considered	09/12/2011
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